

LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. **(Currently Amended)** A method for communicating comprising:
controlling a user interface presented by a web browser comprising:
causing a web server to push an asynchronous message to the web browser
in response to an incoming event, wherein
the incoming event comprises a request to establish
communication with a user; is an event other than a
request for information from the web server;
the web browser presents a user interface change in response to the
asynchronous message, and
the incoming event is received by a communication server;
causing the web browser to provide a wait request to the web server
wherein, the wait request is associated with the web browser, and
the wait request taken alone, enables the web server to push the
asynchronous message to the web browser; is other than a
request for information from the web server;
identifying a source of the asynchronous message; and
associating the wait request with the source, wherein the associating
identifies the web browser as a recipient of the asynchronous
message.
2. (Original) The method of claim 1 further comprising:
generating the asynchronous message.
3. (Original) The method of claim 1 further comprising:
preparing to receive the asynchronous message.
- 4-5. (Cancelled)

6. (Previously Presented) The method of claim 1 further comprising:
generating the asynchronous message, the asynchronous message identifying the
wait request, wherein the identifying identifies the web browser as a
recipient of the asynchronous message; and
providing the asynchronous message to the web server.
7. (Original) The method of claim 6 wherein causing the web browser to provide the
wait request comprises:
downloading requesting instructions to the web browser, wherein
the downloading causes the web browser to execute the requesting
instructions.
8. (Original) The method of claim 6 further comprising:
storing a reference to a callback function with information from the wait request;
and
using the reference to call the callback function when the asynchronous message
is provided to the web server, wherein the callback function pushes the
asynchronous message.
9. (Original) The method of claim 8 further comprising:
providing the callback function with context information, the context
information identifying the web browser.
10. (Original) The method of claim 6 further comprising:
assigning the wait request to a connection between the web server and a business
process server; and
listening to the connection for the asynchronous message.
11. (Original) The method of claim 6 further comprising:
assigning the wait request to a session between the web server and a business
process server, the session being associated with a connection; and
listening to the connection for the asynchronous message for the session.

12. (Original) The method of claim 1 wherein causing the web server to push the asynchronous message comprises:
 - calling a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message.
13. (Original) The method of claim 12 further comprising:
 - storing a reference to the callback function; and
 - using the reference for calling the callback function.
14. (Original) The method of claim 13 further comprising:
 - storing a second reference to context information, the context information identifying the web browser; and
 - using the second reference for providing the context information to the callback function.
15. (Previously Presented) The method of claim 1 wherein the change in the user interface comprises at least one of a group consisting of the following:
 - causing a first user interface object to move to visually capture a user's attention;
 - causing a second user interface object to issue a sound to capture the user's attention;
 - presenting a screen pop of data; and
 - bringing a web browser window to the front of a screen.
16. (Currently Amended) A method for communicating comprising:
 - causing a web server to push an asynchronous message to a web browser in response to an incoming event, wherein
 - the incoming event comprises a request to establish communication with a user; ~~is an event other than a request for information from the web server,~~
 - the web browser performs an action in response to the

asynchronous message, and
the incoming event is received by a communication server;
causing the web browser to provide a wait request to the web server wherein, the
wait request is associated with the web browser, and the wait request
taken alone, enables the web server to push the asynchronous message
to the web browser; is other than a request for information from the
~~web server;~~
identifying a source of the asynchronous message; and
associating the wait request with the source, wherein the associating identifies the
web browser as a recipient of the asynchronous message.

17. (Original) The method of claim 16 wherein
the asynchronous message includes an action instruction to cause the web browser
to perform the action.
18. (Original) The method of claim 16 wherein the performing the action comprises
performing at least one of a group consisting of the following:
causing a first user interface object to move to visually capture a user's attention;
causing a second user interface object to issue a sound to capture the user's
attention;
presenting a screen pop of data; and
bringing a web browser window to front of screen.
19. **(Currently Amended)** A method for communicating comprising:
establishing a first connection between a web browser and a web server;
establishing a second connection between the web server and a business process
server;
controlling a user interface presented by the web browser comprising:
registering the web browser with the business process server;
providing the web server with an asynchronous message to push to the
web browser, the providing being performed by the business
process server and the providing being performed in response to an

incoming event, wherein the incoming event comprises a request to establish communication with a user; is an event other than a request for information from the web server,

and

causing the web server to push the asynchronous message to the web browser;

wherein the web browser performs a user interface change in response to the asynchronous message;

the incoming event is received by a communication server;

causing the web browser to provide a wait request to the web server wherein, the wait request is associated with the web browser, and the wait request taken alone, enables the web server to push the asynchronous message to the web browser; is other than a request for information from the web server;

identifying a source of the asynchronous message; and

associating the wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message.

20. **(Currently Amended)** A method for communicating comprising:
controlling a user interface presented by a web browser comprising:
registering the web browser as available to receive an asynchronous message, wherein
the web browser is not blocked waiting for the asynchronous message;
causing a web server to push the asynchronous message to the web browser in response to an incoming event, wherein
the incoming event comprises a request to establish communication with a user; is an event other than a request for information from the web server,
the web browser presents a user interface change in response to the asynchronous message, and
the incoming event is received by a communication server;

causing the web browser to provide a wait request to the web server
 wherein, the wait request is associated with the web browser, and
 the wait request **taken alone, enables the web server to push the
 asynchronous message to the web browser; is other than a
 request for information from the web server;**
 identifying a source of the asynchronous message; and
 associating the wait request with the source, wherein the associating
 identifies the web browser as a recipient of the asynchronous
 message.

21. **(Currently Amended)** A method for communicating comprising:
 controlling a user interface presented by a web browser comprising:
 causing the web browser to provide a wait request to a web server, the
 wait request being associated with the web browser, and the wait
 request **taken alone, enables the web server to push the
 asynchronous message to the web browser; is other than a
 request for information from the web server;**
 identifying a source of an asynchronous message;
 associating the wait request with the source, wherein the associating
 identifies the web browser as a recipient of the asynchronous
 message;
 pushing the asynchronous message to the web browser in response to an
 incoming event, wherein
 the incoming event **comprises a request to establish
 communication with a user; is an event other than a
 request for information from the web server,**
 the browser presents a user interface change in response to the
 asynchronous message, and
 the incoming event is received by a communication server;
 identifying a source of the asynchronous message; and
 associating the wait request with the source, wherein the associating
 identifies the web browser as a recipient of the asynchronous

message.

22. **(Currently Amended)** A method for communicating comprising:
controlling a user interface presented by a web browser comprising:
causing the web browser to provide a wait request to a web server,
wherein
the wait request is associated with the web browser and a target
from which an asynchronous message originates, and
the wait request taken alone, enables the web server to push the
asynchronous message to the web browser;~~is other than
a request for information from the web server;~~
generating the asynchronous message, the asynchronous message
identifying the web browser as a recipient of the asynchronous
message, the generating being performed by the target;
providing the asynchronous message to the web server; and
causing the web server to push the asynchronous message to the web
browser in response to an incoming event, wherein
the incoming event comprises a request to establish
communication with a user;~~is an event other than a
request for information from the web server;~~
the web browser presents a user interface change in response to the
asynchronous message; and
the incoming event is received by a communication server.
23. **(Currently Amended)** A computer program product comprising:
controlling instructions to control a user interface presented by a web browser
comprising:
pushing instructions to cause a web server to push an asynchronous
message to the web browser in response to an incoming event,
wherein
the incoming event comprises a request to establish
communication with a user;~~is an event other than a~~

~~request for information from the web server,~~
the web browser presents a user interface change in response to the
asynchronous message, and
the incoming event is received by a communication server;
providing instructions to cause the web browser to provide a wait request to the
web server, the wait request being associated with the web browser and
the wait request taken alone, enables the web server to push the
asynchronous message to the web browser; is other than a request for
~~information from the web server;~~
identifying instructions to identify a source of the asynchronous message; and
associating instructions to associate the wait request with the source, wherein the
associating identifies the web browser as a recipient of the asynchronous
message; and
a computer-readable medium for storing the controlling instructions, the pushing
instructions, the providing instructions, the identifying instructions, and
the associating instructions.

24. (Cancelled)

25. (Original) The computer program product of claim 23 further comprising:
request providing instructions to cause the web browser to provide a wait request
to the web server, the wait request being associated with the web browser;
generating instructions to generate the asynchronous message, the asynchronous
message identifying the wait request, wherein the identifying identifies the
web browser as a recipient of the asynchronous message; and
message providing instructions to provide the asynchronous message to the web
server;
wherein the computer-readable medium further stores the request providing
instructions, the generating instructions, and the message providing
instructions.

26. (Original) The computer program product of claim 25 further comprising:

- storing instructions to store a reference to a callback function with information from the wait request; and
using instructions to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message;
wherein the computer-readable medium further stores the storing instructions and the using instructions.
27. (Original) The computer program product of claim 26 further comprising:
context providing instructions to provide the callback function with context information, the context information identifying the web browser;
wherein the computer-readable medium further stores the context providing instructions.
28. (Original) The computer program product of claim 25 further comprising:
assigning instructions to assign the wait request to a connection between the web server and a business process server; and
listening instructions to listen to the connection for the asynchronous message;
wherein the computer-readable medium further stores the assigning instructions and the listening instructions.
29. (Original) The computer program product of claim 23 wherein
the pushing instructions comprise:
calling instructions to call a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message;
and
the computer-readable medium further stores the calling instructions.
30. (Original) The computer program product of claim 29 further comprising:
reference storing instructions to store a reference to the callback function; and
reference using instructions to use the reference for calling the callback function;
wherein the computer-readable medium further stores the reference storing

instructions and the reference using instructions.

31. (Original) The computer program product of claim 30 further comprising:
context storing instructions to store a second reference to context information, the
context information identifying the web browser; and
context using instructions to use the second reference for providing the context
information to the callback function;
wherein the computer-readable medium further stores the context storing
instructions and the context using instructions.
32. (Previously Presented) The computer program product of claim 23 further
comprising:
user interface changing instructions configured to perform at least one of a group
consisting of the following:
cause a first user interface object to move to visually capture a user's
attention;
cause a second user interface object to issue a sound to capture the user's
attention;
present a screen pop of data; and
bring a web browser window to the front of a screen;
wherein the computer-readable medium further stores the user interface changing
instructions.
33. (Currently Amended) A computer program product comprising:
controlling instructions to control a user interface presented by a web browser
comprising:
registering instructions to register the web browser as available to receive
an asynchronous message, wherein
the web browser is not blocked waiting for the asynchronous
message;
and
pushing instructions to cause a web server to push the asynchronous

message to the web browser in response to an incoming event,
wherein

the incoming event comprises a request to establish
communication with a user; is an event other
than a request for information from the web
server;

the web browser presents a user interface change in
response to the asynchronous message, and

the incoming event is received by a communication server;

providing instructions to cause the web browser to provide a wait request to the
web server wherein, the wait request is associated with the web browser,
and the wait request taken alone, enables the web server to push the
asynchronous message to the web browser; is other than a request for
information from the web server;

identifying instructions to identify a source of the asynchronous message; and
associating instructions to associate the wait request with the source, wherein the
associating identifies the web browser as a recipient of the asynchronous
message; and

a computer-readable medium for storing the controlling instructions, the
registering instructions, the pushing instructions, the providing
instructions, the identifying instructions, and the associating instructions.

34. **(Currently Amended)** A computer system comprising:

a processor;

a memory, the memory storing instructions for executing on the processor, the
instructions comprising:

controlling instructions to control a user interface presented by a web
browser comprising:

pushing instructions to cause a web server to push an asynchronous
message to the web browser in response to an incoming
event, wherein

the incoming event comprises a request to establish

communication with a user,
the web browser presents a user interface change in
response to the asynchronous message, and
the incoming event is received by a communication server;
providing instructions to cause the web browser to provide a wait
request to the web server, the wait request being associated
with the web browser, **and the wait request taken alone,**
enables the web server to push the asynchronous
message to the web browser; is other than a request for
information from the web server;
identifying instructions to identify a source of the asynchronous
message; and
associating instructions to associate the wait request with the
source, wherein the associating identifies the web browser
as a recipient of the asynchronous message.

35. (Cancelled)

36. (Original) The computer system of claim 34 wherein the instructions further
comprise:

request providing instructions to cause the web browser to provide a wait request
to the web server, the wait request being associated with the web browser;
generating instructions to generate the asynchronous message, the asynchronous
message identifying the wait request, wherein the identifying identifies the
web browser as a recipient of the asynchronous message; and
message providing instructions to provide the asynchronous message to the web
server.

37. (Original) The computer system of claim 36 wherein the instructions further
comprise:

storing instructions to store a reference to a callback function with information
from the wait request; and

using instructions to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message.

38. (Original) The computer system of claim 37 wherein the instructions further comprise:

context providing instructions to provide the callback function with context information, the context information identifying the web browser.

39. (Original) The computer system of claim 36 wherein the instructions further comprise:

assigning instructions to assign the wait request to a connection between the web server and a business process server; and
listening instructions to listen to the connection for the asynchronous message.

40. (Original) The computer system of claim 34 wherein the pushing instructions comprise:

calling instructions to call a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message.

41. (Original) The computer system of claim 40 wherein the instructions further comprise:

reference storing instructions to store a reference to the callback function; and
reference using instructions to use the reference for calling the callback function.

42. (Original) The computer system of claim 41 wherein the instructions further comprise:

context storing instructions to store a second reference to context information, the context information identifying the web browser; and
context using instructions to use the second reference for providing the context information to the callback function.

43. (Previously Presented) The computer system of claim 34 wherein the instructions

further comprise:

user interface changing instructions configured to perform at least one of a group consisting of the following:

cause a first user interface object to move to visually capture a user's attention;

cause a second user interface object to issue a sound to capture the user's attention;

present a screen pop of data; and

bring a web browser window to the front of a screen.

44. **(Currently Amended)** A computer system comprising:

a processor;

a memory, the memory storing instructions for executing on the processor, the instructions comprising:

controlling instructions to control a user interface presented by a web browser comprising:

registering instructions to register the web browser as available to receive an asynchronous message, wherein the web browser is not blocked waiting for the asynchronous

message;

pushing instructions to cause a web server to push the asynchronous message to the web browser in response to an incoming event, wherein

the incoming event comprises a request to establish

communication with a user; is an event other than a request for information from the web server,

the web browser presents a user interface change in response to the asynchronous message, and

the incoming event is received by a communication server.

providing instructions to cause the web browser to provide a wait request to the web server wherein, the wait request is associated with the web browser, and the wait request taken alone, enables the web

server to push the asynchronous message to the web browser;
~~is other than a request for information from the web server;~~
 identifying instructions to identify a source of the asynchronous message;
 and
 associating instructions to associate the wait request with the source,
 wherein the associating identifies the web browser as a recipient of
 the asynchronous message.

45. **(Currently Amended)** A system comprising:
 a client computer comprising:
 a web browser, wherein the web browser presents a user interface;
 a server computer coupled to the client computer, wherein the server computer
 comprises
 controlling means for controlling the user interface presented by
 the web browser,
 pushing means for causing a web server to push an asynchronous
 message to the web browser in response to an incoming
 event, wherein
 the incoming event comprises a request to establish
 communication with a user; is an event other
 ~~than a request for information from the web~~
 ~~server;~~
 the web browser presents a user interface change in
 response to the asynchronous message, and
 the incoming event is received by a communication server,
 identifying means for identifying a source of the asynchronous message,
 and
 associating means for associating a wait request with the source, wherein
 the associating identifies the web browser as a recipient of the
 asynchronous message, and
 the client computer comprises
 providing means for causing the web browser to provide the wait

request to the web server,
the wait request is associated with the web browser, and
the wait request **taken alone, enables the web server to push the asynchronous message to the web browser.** ~~is other than a request for information from the web server~~

46. (Cancelled)

47. (Previously Presented) The system of claim 45, the server computer further comprising:

generating means for generating the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the web browser as a recipient of the asynchronous message; and
message providing means for providing the asynchronous message to the web server.

48. (Previously Presented) The system of claim 47, the server computer further comprising:

storing means for storing a reference to a callback function with information from the wait request; and
using means for using the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message.

49. (Previously Presented) The system of claim 48, the client computer further comprising:

context providing means for providing the callback function with context information, the context information identifying the web browser.

50. (Previously Presented) The system of claim 47, the server computer further comprising:

assigning means for assigning the wait request to a connection between the web server and a business process server; and

listening means for listening to the connection for the asynchronous message.

51. (Original) The system of claim 45 wherein the pushing means comprise:
calling means for calling a callback function associated with the web browser
when the asynchronous message is received, wherein the callback function
pushes the asynchronous message.
52. (Previously Presented) The system of claim 51, the server computer further
comprising:
reference storing means for storing a reference to the callback function; and
reference using means for using the reference for calling the callback function.
53. (Previously Presented) The system of claim 52, the server computer further
comprising:
context storing means for storing a second reference to context information, the
context information identifying the web browser; and
context using means for using the second reference for providing the context
information to the callback function.
54. (Previously Presented) The system of claim 45, the client computer further
comprising:
user interface changing means configured to perform at least one of a group
consisting of the following:
cause a first user interface object to move to visually capture a user's
attention;
cause a second user interface object to issue a sound to capture the user's
attention;
present a screen pop of data; and
bring a web browser window to front of screen.
55. (Currently Amended) A system comprising:
a client computer comprising:
a web browser, wherein the web browser presents a user interface;

a server computer coupled to the client computer, wherein the server computer comprises

controlling means for controlling a user interface presented by a web browser,

registering means for registering the web browser as available to receive an asynchronous message, wherein the web browser is not blocked waiting for the asynchronous message, and

pushing means for causing a web server to push the asynchronous message to the web browser in response to an incoming event, wherein the incoming event comprises a request to establish communication with a user; is an event other than a request for information from the web server,

the web browser presents a user interface change in response to the asynchronous message, and

the incoming event is received by a communication server,

identifying means for identifying a source of the asynchronous message,

associating means for associating a wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message, and

the client computer comprises

providing means for causing the web browser to provide the wait request to the web server,

the wait request is associated with the web browser, and

the wait request taken alone, enables the web server to push the asynchronous message to the web browser. is other than a request for information from the web server

56. (Cancelled)

57. (Cancelled)

58. **(Currently Amended)** A system comprising:
- a controlling module to control a user interface presented by a web browser comprising:
 - a pushing module to cause a web server to push an asynchronous message to the web browser in response to an incoming event, wherein the incoming event comprises a request to establish communication with a user; is an event other than a request for information from the web server;
 - the web browser presents a user interface change in response to the asynchronous message, and
 - the incoming event is received by a communication server;
 - a request providing module to cause the web browser to provide a wait request to the web server wherein, the wait request is associated with the web browser, and the wait request taken alone, enables the web server to push the asynchronous message to the web browser; is other than a request for information from the web server;
 - an identifying module to identify a source of the asynchronous message; an associating module to associate the wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message; and
 - a computer readable storage medium configured to store the controlling module, pushing module, request providing module, identifying module, and associating module.
59. **(Cancelled)**
60. **(Previously Presented)** The system of claim 58 further comprising:
- a generating module to generate the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the web browser as a recipient of the asynchronous message; and
 - a message providing module to provide the asynchronous message to the web server, wherein

the computer readable storage medium is configured to store the generating module and message providing module.

61. (Previously Presented) The system of claim 60 further comprising:
a storing module to store a reference to a callback function with information from the wait request; and
a using module to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message, wherein
the computer readable storage medium is configured to store the storing module and using module.
62. (Previously Presented) The system of claim 61 further comprising:
a context providing module to provide the callback function with context information, the context information identifying the web browser, wherein
the computer readable storage medium is configured to store the context providing module.
63. (Previously Presented) The system of claim 60 further comprising:
an assigning module to assign the wait request to a connection between the web server and a business process server; and
a listening module to listen to the connection for the asynchronous message, wherein
the computer readable storage medium is configured to store the assigning module and listening module.
64. (Previously Presented) The system of claim 58 wherein the pushing means comprise:
a calling module to call a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message, wherein
the computer readable storage medium is configured to store the calling module.

65. (Previously Presented) The system of claim 64 further comprising:
a reference storing module to store a reference to the callback function; and
a reference using module to use the reference for calling the callback function,
wherein
the computer readable storage medium stores the reference storing module and
the reference using module.
66. (Previously Presented) The system of claim 65 further comprising:
a context storing module to store a second reference to context information, the
context information identifying the web browser; and
a context using module to use the second reference for providing the context
information to the callback function, wherein
the computer readable storage medium stores the context storing module and the
context using module.
67. (Previously Presented) The system of claim 58 further comprising:
a user interface changing module configured to perform at least one of a group
consisting of the following:
cause a first user interface object to move to visually capture a user's
attention;
cause a second user interface object to issue a sound to capture the user's
attention;
present a screen pop of data; and
bring a web browser window to front of screen, wherein
the computer readable storage medium is configured to store the user interface
changing module.
68. (Previously Presented) The method of claim 1 further comprising:
opening a persistent hypertext transfer protocol (HTTP) connection between the
web browser and the web server when a user logs in; and

closing the persistent HTTP connection between the web browser and the web server in response to the web server pushing the asynchronous message to the web browser.